


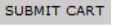


## Punch-Out Vendor Ordering Guide



**Note:** Sheppard's is one of two local Steelcase dealers. Depending on your campus, you will either be punched-out to Sheppard's Business Interiors (UNO & UNMC) or Eakes Office Solutions (UNL & UNK).

### Searching / Ordering / Checkout Procedure

\*\* Most furniture, especially chairs, are non-returnable. Please call Sheppard's for a demo or quote if you are unsure about what you are ordering.\*\*

1. Choose your campus location from the drop-down list and click .
2. Click the **Search** link at the top of the page to search for an item, or use the categories down the left side of the page to browse available items.
3. If necessary, make all of the necessary configuration and delivery choices.
4. From the Item Description page, enter the quantity in the **Quantity** field and click .
5. You will see a confirmation that the item has been added to your cart.
6. If you need to add other items, continue searching and adding items to your cart.
7. When you are ready to return your items to your eSHOP cart, click  in the upper left hand side of the screen.
8. Review your cart contents and make any necessary changes. Click .
9. Your item(s) have been added to the active cart in eSHOP. You can remove items from your cart within eSHOP, but you will have to remove all items. So, if you want to add items or change the quantity, you need to delete the item and return to Steelcase (Sheppards).

### Retrieving a Quote

1. Click **Quotes Awaiting Approval** on the left side of the page.
2. Enter an email address or quote number, a date range and a dealer and click .
3. Click on the quote number to view more information.
4. When you are checking your cart out in eSHOP, be sure to enter the quote number in the **Quote Number** field by following the steps below:
  - Click **Proceed to Checkout**.
  - Click the **Requisition** tab and the **Summary** tab.
  - Click the  button in the **General** section.
  - Enter the quote number in the **Quote Number** field and click **Save**.

### Creating / Accessing Favorites

1. You cannot create Favorites in the Steelcase (Sheppard's) punch-out site.

### Shipping Charges

1. Free shipping? – **Varies** – It depends on what the vendor charges them. Quotes will always have shipping cost details.

### Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? Yes
2. Will I receive a confirmation that my order has been shipped? Yes

### Viewing Previous Orders / Order Status

1. Click **Your Account** at the top of the page and **All Baskets** on the left.
2. Click on the **Basket Name** to view more details.

### Cancelling an Order

1. You will need to contact Sheppards to cancel your order. Their contact information can be found on the first page of their punch-out site.

2. Fill out and submit a Change Order Request form in eSHOP.

## Returns

1. You will need to contact Sheppard's to return your order. Their contact information can be found on the first page of their punch-out site.